

ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION

POSITION DESCRIPTION FORM

1 JOB IDENTIFICATION

- 1.1. Position Title:** Tourism Operations Assistant II
- 1.2. Position Level:** S5
- 1.3. Major Group:** Trade, Industry and Tourism Services Group
- 1.4. Sub group:** Tourism Services
- 1.5. Job Code No.:** 18.790.07
- 1.6. Job Location:** Thimphu
- Ministry:** Ministry of Trade & Industry; **Department:** Tourism;
Division: All Divisions; **Section:** All Sections; **Unit:** All units.
- 1.7. Title of First Level Supervisor:** Tourism Operations Assistant I
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2. PURPOSE, DUTIES AND RESPONSIBILITIES

PURPOSE: -

Assist the Tourism Operations Assistant I in all areas of: fieldwork and logistics; collection, feeding and computation of data into set formats and updates: routine office processes.

Duties and Responsibilities	% of time
<ul style="list-style-type: none">• Assist the Tourism Operations Assistant I undertake field visits/inspection to examine and monitor minimum infrastructure and organisational standards of hotels and tour operators.	40
<ul style="list-style-type: none">• Make field visits/check tour programmes to monitor/regulate adventure tourism/sports for adequate requirement/equipment, safety and caution.	20

<ul style="list-style-type: none"> • Undertake treks on trekking routes and other destinations to report on the actual field status and maintenance needs. 	10
<ul style="list-style-type: none"> • Submits gathered information and data and reports to the Asst. Infrastructure Development Officer on all field visits/inspection. 	10
<ul style="list-style-type: none"> • Assist the TOA I with feeding and computation of the collected data into basic formats. 	5
<ul style="list-style-type: none"> • Update the database periodically. 	5
<ul style="list-style-type: none"> • Any other related duties 	5

3. KNOWLEDGE & SKILLS REQUIREMENTS

3.1 Education: Class XII

3.2 Training: Pre-service OJT- 6 months

3.4 Length and type of practical experience required: Entry

3.5 Knowledge of language(s) and other specialized requirements:

Should have good working skills in carrying out routine office correspondences.

Must have good working skill of the data computation software/tools.

Ability to perform simple interpretation and compilation of gathered data.

4. COMPLEXITY OF WORK

The work requires only simple interpretation and innovation while carrying out inspections, surveys and data collection and routine office correspondences. The work is clearly outlined and detailed guidelines are available in carrying out the work.

5. SCOPE AND EFFECT OF WORK

The work consists of carrying out routine procedural functions and correspondences of the section and carrying out fieldwork and periodic updating and maintaining the database.

6. INSTRUCTIONS AND GUIDELINES AVAILABLE

6.1 Instructions:

The supervisor determines the deadlines and work to be carried out. Employee completes the work according to deadlines and clear instructions given. The work is reviewed in all details by the supervisors for correctness.

6.2 Guidelines

Guidelines are clear and the supervisor provides clear instructions. Employee uses to a certain degree initiative and resourcefulness in innovating little changes in the methods in carrying out the fieldwork to improve the quality of raw data.

7. WORK RELATIONSHIPS

Contacts are with all sections of the Department and a wide range of people in various organisations communities during inspections and acquiring all necessary information and data.

8. SUPERVISION OVER OTHERS

No supervision over others.

9. JOB ENVIRONMENT

The work requires a lot of physical exertion such as long periods of standing, walking and trekking over rough terrain during trek surveys and community data collections.